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PATENTS

## IN THE U.S. PATENT AND TRADEMARK OFFICE

In re Application of:

John C.C. McIlwaine et al.

Serial No.: 10/602,804

Filing Date: June 24, 2003

Title: Method and System for Scheduled  
Delivery of Training to Call Center Agents

Art Unit: 2614

Examiner: Nguyen, Quynh H.

Confirmation No.: 1098

Attorney Docket No. 07117.105014

## TRANSMITTAL

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are papers in the above-identified application.

- ☒ Amendment and Response.  
☐ Petition for Extension of Time  
☐ An additional fee is not required.

					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	38	MINUS	34 =	4	x25	\$100	x50	\$0
INDEP.	6	MINUS	5 =	1	x100	\$100	x200	\$0
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$0
TOTAL ADDITIONAL FEE						\$200	\$0	

- ☒ A check in the amount of \$200 is attached.
- ☒ The Commissioner is hereby authorized to charge any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 12, 2006.

Michael L. Wach, Reg. No. 54,517

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Michael L. Wach, Reg. No. 54,517



Patents

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	)	Art Unit: 2614
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Delivery of Training to Call Center	)	
Agents	)	

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AMENDMENT AND RESPONSE

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed June 14, 2006, please enter the below amendments and consider the remarks that follow.

[This area has been intentionally left blank]

09/19/2006 SSITHIB1 00000010 10602804

01 FC:2201  
02 FC:2202

100.00 OP  
100.00 OP

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